

Performance Analysis

The performance analysis identifies:

- What the target audience must be able to do to achieve the desired business result
- Current level of performance the audience is able to achieve
- The gap between the target and current levels of performance

- **Business goal (Domain)**

What mission critical goals must the target audience be able to perform?

- **Metrics of goal (Measurable Criteria)**

What are the observable behaviors and/or metrics that indicate the mission critical goal has been performed to the appropriate level of success?

- **Task to achieve metric (Action)**

What are the primary tasks that must be completed to achieve the business result?

- **Skills (Ability)**

What skills are necessary to complete the primary tasks?

- **Knowledge (Content)**

What knowledge is necessary to complete the primary tasks?

- **What is needed to complete the task? (Condition)**

What is needed to complete the task?

- **Where is the audience today?**

Where is the audience today?